



Volunteer Engagement Audit

Use this as a guide to design your audit process. Whether through interviews, surveys, or a combination thereof, gathering this information from each department or program will help paint a comprehensive picture of current volunteer engagement practices.

For each department or program, complete the following information.

DEPARTMENT/DIVISION/PROGRAM

CURRENT VOLUNTEER POSITIONS

Are there associated Position
Descriptions?

NUMBER OF VOLUNTEERS

Active or Inactive

VOLUNTEER MANAGEMENT SYSTEM

Where is volunteer data stored?

RECRUITMENT SOURCES

From where are most volunteers
recruited?

Volunteer Engagement Audit, Cont.

APPLICATION

Is there an application? Is it centralized?

SCREENING PROCESS

How are volunteers screened and placed?

POLICIES

Is there a volunteer handbook or manual?

VOLUNTEER TRAINING

What training is offered to volunteers?

SUPPORT OR SUPERVISION

To whom do volunteers report or partner?

Volunteer Engagement Audit, Cont.

STAFF TRAINING

What volunteer engagement training do staff receive?

VOLUNTEER IMPACT

What impacts are tracked?

IMPACT REPORTING

To whom is impact communicated?

RECOGNITION

What is the recognition strategy?

BUDGET

Is there a dedicated budget line for volunteer engagement?

Volunteer Engagement Audit, Cont.

CHALLENGES

What challenges exist regarding engaging volunteers?

DEDICATED STAFFING

Is there a dedicated volunteer support department?